



Town of Oro Valley Classification Description

Title: **CUSTOMER SERVICE SPECIALIST**

Job Code: 1885

FLSA Status: Non-Exempt

Department: Water Utility

Salary Grade: 107

POSITION SUMMARY:

Under direct supervision, this is a specialized customer service position providing a full range of support to efficiently manage the Town's water utility customer accounts involving billing, fee calculation, adjustments, processing and collecting payments, preparing daily deposits, establishing and disconnecting water services, bookkeeping and accounting applications, coordinating field research to follow-up on customer requests, explaining and interpreting Department policies and procedures and solving customer problems.

ESSENTIAL JOB FUNCTIONS:

- A. Provides a full range of support to efficiently manage customer accounts.
- B. Performs billing functions including retrieving AMI meter read data; verifying accuracy of data, posting billing data to customer accounts; printing and sorting billing statements; and coordinating with vendor for pickup of printed billing statements to be mailed.
- C. Balances daily cash receipts from bank for electronic processing of lockbox, nacha and credit card payments. Balances daily cash receipts received in-house. Posts all payment forms to customer accounts. Balances all cash receipts at month end. Prepares cash receipt reports and daily transmittals to finance department.
- D. Manages electronic data files specifically for ACH payment processing and credit card payments processed through third party vendor and post to customer accounts.
- E. Generate and post billing adjustments to customer accounts.
- F. Process new and closed account requests including preparation of final bills.
- G. Manage delinquent accounts by coordinating with other Town departments to use Code Red software for delinquent status notification; create door hanger notifications; and review delinquent accounts prior to turn off for payments or payment arrangements. Review delinquent status accounts and write letter advising of increase in security deposits.
- H. Provide information to landlords and property management companies for landlord agreements. Assist realtors with verification of service and high/low water use.
- I. Researches, resolves and responds to customer questions, inquiries, complaints or problems regarding services or billing using Cubic, FlexNet, Analytics and AquaHawk software.
- J. Greets and directs customers to appropriate personnel within Department.
- K. Provides clerical assistance to Department and Town staff.

- L. Communicates with the public or other Town staff/officials to assist with using Department services/programs.
- M. Interacts with other departments in the processing of any customer related issues.
- N. Complies with Town and Department policies and procedures regarding customer service.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Town and Department policies and procedures.
- Knowledge of computer software as it relates to spreadsheets, billing software and managing customer accounts.
- Knowledge of customer service techniques, business procedures and general office practices.
- Skill and accuracy in handling cash and credit card payments.
- Skill in processing payments for entry into computerized billing system and balancing daily cash receipts for posting and deposit.
- Skill in mathematical calculations, basic accounting functions, customer account management, organization, attention to detail, verbal and written communication.
- Skill in exercising independent judgment and discretion in determining appropriate responses to customer inquiries.
- Skill in interpreting and following instructions and procedures.
- Skill in completing multiple tasks, projects and demands under stressful situations.
- Skill in representing the Department and the Town professionally, effectively and efficiently.
- Skill in establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

- A high school diploma or equivalent;
- Three (3) years' experience in a customer service, clerical, accounting and/or record keeping environment;
- Knowledge of basic accounting principles;
- Knowledge of utility services and utility billing;
- Experience in Microsoft Word and Excel, Crystal Reports and using the internet; or
- An equivalent combination of education and experience.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.